

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

SUSAN E. VOSS
COMMISSIONER OF INSURANCE

Consumer Assistance Resource Board Meeting

Hosted by Consumer Assistance Program (CAP)

Tuesday, February 28, 2012

Meeting Minutes

Consumer Advocate, Angel Robinson welcomed the Board members to the call, hosted by the Consumer Assistance Program with the Iowa Insurance Division at 1:30pm on Tuesday, February 28, 2012.

Attendees:

- Stacey Cyphert – University of Iowa Hospitals and Clinics
- Scott Slater – Polk County Health Department
- Jennifer Hutson – Iowa Department for the Blind
- Sonia Ashe – Iowa Public Interest Research Group

1. Introduction of New Staff – Angel Robinson

- a. Claire Sabin – Health Insurance Counselor
- b. Christopher Frank – Health Insurance Counselor

2. Updates on May 3rd Event – Renee Minard

- a. Event will be held at the Des Moines Botanical Center.
- b. The title of the event is the Health Care Reform & Community Resource Summit.
- c. There will be two panels during the summit.
 - i. ACA Implementation Panel
 - ii. Community Resource Panel
- d. Booths will also be available for the community resource fair.
- e. This event is funded by our grant.

3. Outreach Proposal – Claire Sabin

- a. Proposes educational You Tube videos to help reach a broader audience and to help provide long term assistance.
- b. Possible examples of videos would include:
 - i. External Review process
 - ii. ACA provisions
 - iii. Iowa law protections
- c. We were not able to secure videographer who would donate time, so Claire asking Board if we can allocate \$1,000 - \$1,500 from the budget for the May 3rd event.
- d. Angel explained that we were allotted \$10,000 for the May 3rd event and we will be coming in under budget.
- e. Claire explained that the videos would be short (five minutes or less) and would be informational and posted on the IID's website.
- f. The allocation of \$1,500 was approved.

- g. Claire asked that anyone who had ideas for video topics to please contact her at Claire.sabin@iid.iowa.gov.
- h. Angel clarified that the videos would not need to go through the RFP process, due to the amount.

4. CAP Program Status Update – Angel Robinson

- a. CAP funding did not get approved at the federal level for 2011 or 2012.
- b. The Iowa program is working off of an extension of funds and the program will be winding down by the end of the state fiscal year. The program will be closed on 6/21/12.
- c. Wind down plans will be submitted to HHS.
- d. Six weeks out the office will stop taking in new appeals.
- e. We will continue to provide enrollment assistance through 6/1/12.
- f. From May through the end of the program we will be working on resources for consumers to use via the website once the program has ended.

5. There were no questions from the Board.

6. The next meeting will be in May, 2012.

7. Angel asked that the Board please reach out to the health insurance counselors if you would like training or if you have subjects that you would like covered in the You Tube instructional videos.